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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the terminal materials handling occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Five duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues, and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties are: supervising movement of materials; supervising dock work force; unloading inbound material; storing material; and loading material for reshipment and/or delivery. A glossary of freight terminal terms is appended. (BP)

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Occupational Analysis

CE 004201

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TERMINAL MATERIALS HANDLER

Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
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AN ANALYSIS OF THE TERMINAL MATERIALS HANDLING OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and work-shop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

The goal of this document was to describe the tasks required of a trained, educated materials handler within the larger scope of motor transportation. The participants attempted to explore the many behavioral and communications skills required for workers to effectively perform in this occupation. The job duties and tasks analyzed, range from the supervising functions to the actual physical loading and unloading of materials.

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JOB DESCRIPTION

A freight terminal material handler on a dock operation handles movement of materials and supervises all performing functions to and from the dock area, including unloading and loading materials for reshipment and/or delivery.

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**DUTY I. SUPERVISING MOVEMENT OF ALL MATERIALS TO AND
FROM THE DOCK AREA**

- A. Assign supervisory work force**
- B. Assign labor force**
- C. Route bills**
- D. Prepare loading manifest**
- E. Coordinate movement of trailers**
- F. Trace lost shipments**
- G. Handle grievances**
- H. Insure security measures**
 - I. Enforce safety procedures**
- J. Insure proper use of equipment**
- K. Support management policy**
- L. Approve loading of trailers**
- M. Support governing body regulations**
- N. Prepare daily reports**

TASK STATEMENT) I-A ASSIGN SUPERVISORY WORK FORCE

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Roster sheet Dock area Shift report</p>	<p>Assigns supervisor to work area Provide area supervisor with daily duties</p>	<p>Safety Walk only in designated areas Watch for passing forklift trucks</p> <p>Hazards Collisions with towmotors or dockmen Falling freight</p>
<p>DECISIONS Determine number of people needed to perform work load Decide if any special equipment is required</p>	<p>CUES Trailers to be loaded and unloaded Amount of material in storage area</p>	<p>ERRORS Damaged material Lack of production Idle time</p>

TASK STATEMENT) I.A ASSIGN SUPERVISORY WORK FORCE

SCIENCE	MATH — NUMBER SYSTEMS
<p>Behavioral</p> <p>Human Relations — being able to get along with people</p> <p>Motivation—getting most out of work force</p> <p>Tac? —saying the proper thing in the proper way at the proper time</p> <p>Distributes personnel with regard to experience and optimum work performance</p>	<p>Uses of Whole Numbers: (without calculation)</p> <p>Counting</p> <p>Coordinate system</p> <p>Coding</p> <p>[Company]</p>
COMMUNICATIONS	
<p><u>PERFORMANCE MODES</u></p> <p>Speaking</p> <p>Writing</p>	<p><u>EXAMPLES</u></p> <p>Oral instruction</p> <p>Written instruction</p> <p><u>SKILLS/CONCEPTS</u></p> <p>Terminology</p> <p>Memo</p> <p>Terminology</p>

TASK STATEMENT) I-B ASSIGN LABOR FORCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
Roster sheet Dock area Tonnage report	Assign work force to areas (zones) Fill out preliminary shift report	Safety Walk only in designated area Watch for passing towmotors Hazards Collisions with towmotors Falling freight Men
<u>DECISIONS</u> Decide where to place labor force Determine how many workers for each respective jobs	<u>CUES</u> Trailers to be loaded and unloaded Amount of material in storage Total number of men present	<u>ERRORS</u> Damaged material Lack of production Idle time

TASK STATEMENT) I-B ASSIGN LABOR FORCE

SCIENCE		MATH — NUMBER SYSTEMS
Behavioral Human relations Motivation Aptitude—assign best personnel to each job Tact Distribute personnel for best work performance		Uses of Whole Numbers: (without calculation) Coding [company]
COMMUNICATIONS		
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Writing	Written instructions	Terminology Description


TASK STATEMENT) I-C ROUTE BILLS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Route book Freight bills Marking pens or pencils Stamper with terminal identification Dock telephone</p>	<p>Identify destination Mark destination code on bill Stamp back of bill with terminal identification Alphabetize bill in folder Give folders to area supervisor Check route for dockman when there is no freight bill</p>	<p>Safety Proper ventilation Standard office precautions</p> <p>Hazards Drowsiness, nausea General injury</p>
<p><u>DECISIONS</u></p> <p>Identify proper destination Selection of most direct route</p>	<p><u>CUES</u></p> <p>Ultimate destination</p>	<p><u>ERRORS</u></p> <p>Wrong destination Misplaced freight bill Lost freight bill Misfiling Lost folder Illegibility</p>

TASK STATEMENT) I-C ROUTE BILLS

ASK STATEMENT/ TO ROUTE BILLS		
SCIENCE	MATH — NUMBER SYSTEMS	
Behavioral Aptitude	Use of Whole Numbers: (without calculation) Counting Coordinate system Indexing Coding [Company]	
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing Speaking	Coding freight bills Checking routing	Terminology Description Classification Terminology Description

TASK STATEMENT) I-D PREPARE LOADING MANIFEST

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD 
<p>Manifest Clipboard Container for loaded bills Writing utensils</p>	<p>Complete manifest information Place on clipboard Place in proper dock area</p>	<p>Safety Visual observation of surroundings Hazards Falling freight Towmotor injury Collisions with dockmen</p>
<p><u>DECISIONS</u></p> <p>Where to place manifest What information should be included</p>	<p><u>CUES</u></p> <p>Trailer waiting to be loaded Loader ready to work</p>	<p><u>ERRORS</u></p> <p>Misinformation Legibility Misplacement of manifest</p>

ASK STATEMENT) I-D PREPARE LOADING MANIFEST

SCIENCE	MATH — NUMBER SYSTEMS
	Uses of Whole Numbers: (without calculation) Coding [Company]
COMMUNICATIONS	
<u>PERFORMANCE MODES</u> Writing	<u>EXAMPLES</u> Record manifest Information
<u>SKILLS/CONCEPTS</u> Classification Description Terminology Legibility	

TASK STATEMENT) I-E COORDINATE MOVEMENT OF TRAILERS

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Dispatcher board Dock sheet Telephone P.A. system	Determine empty dock space Request empty trailer Enter trailer moves Communicate with dispatcher regarding needs	Safety Proper use of communication devices Hazards Electrical shock
<u>DECISIONS</u> When is trailer needed Type of trailer needed Where to put trailers	<u>CUES</u> Type of material to be loaded Daily work load Deadlines to be met	<u>ERRORS</u> Wrong trailer for material Wrong trailer for destination Trailer sent to wrong dock area Misrecording information Company deadlines not met

ASK STATEMENT) I-E COORDINATE MOVEMENT OF TRAILERS

SCIENCE	MATH — NUMBER SYSTEMS
<p>Behavioral Human relations Communications network</p>	<p>Uses of Whole Numbers: (without calculation) Coding—given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Company]</p>
COMMUNICATIONS	
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>
<p>Speaking Writing</p>	<p>Requesting information from dispatcher Record trailer numbers</p>
<u>SKILLS/CONCEPTS</u>	
<p>Terminology Clarity of expression Classification Terminology Legibility</p>	

TASK STATEMENT) I-F TRACE LOST SHIPMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Freight bills
Telephone
O.S. & D form
Written communication
Letters
Bulletins
Memos
Teletype

PERFORMANCE KNOWLEDGE

Inspect material without freight bills
Inspect inbound trailers from original point of shipment
Communicate with final destination point
Prepare tracing bulletins

SAFETY -- HAZARD

Safety
Walk only in designated areas
Watch for towmotors
Avoid collisions with dockmen
Hazards
Injury from falling freight
Collisions with dockmen and towmotors

DECISIONS

Where to look for lost freight
Who to contact
Type of communication to use

CUES

Unmarked freight
Freight without bill

ERRORS

Delays in delivery
Loss of revenue
Payment of claims
Misrecord information
Overlook material

ASK STATEMENT) I-F TRACE LOST SHIPMENTS

ASK STATEMENT) I-F IRACE LOSI SHIPMENTS		MATH — NUMBER SYSTEMS	
SCIENCE		Uses of Whole Numbers Counting Indexing Coding—Company +,-,x,÷	
Behavioral Industriousness—willing to work Perseverance—sticking with a job until done Trouble shooter—solving problems of lost shipments Observation Communications networks			
COMMUNICATIONS			
PERFORMANCE MODES		EXAMPLES	
Viewing		Looking for lost shipment	
Speaking		Telephoning other terminals	
Writing		Prepare tracing bulletins	
		SKILLS/CONCEPTS Visual analysis Recognition of symbols, codes, emblems Describing Terminology Description Classification Clarity of expression Classification Description Terminology	

TASK STATEMENT) I-G HANDLE GRIEVANCES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Company policy manual Union contract Grievance forms Communication devices Telephone Letters Memos	Review grievance statement Consult with company representatives Consult with Union representatives Attend hearing Implement results of hearing Compile final report	
<u>DECISIONS</u> Determine who should handle complaint Determine proper method of handling Determine who else should be informed Determine what reference material is needed Determine what arbitrators are needed	<u>CUES</u> Existing company policy Existing union contract Previous decisions in similar situations	<u>ERRORS</u> Improper dismissal Uninformed personnel Legal action resulting from improper handling

TASK STATEMENT) I-G HANDLE GRIEVANCES

TASK STATEMENT(I) I-G HANDLE GRIEVANCES		
SCIENCE	MATH — NUMBER SYSTEMS	
Apathy—workers resent supervision Human relations Communications network Prejudice—basis of trouble may be a dislike of the creed, race of the individual Punishment and Sanctions—Know how to handle decisions of hearings Observation Patience—Ability to accept all phases of grievance handling	Basic Measurement Skills and Concepts Measurement: Non-geometric Time/Calendar Uses of Numbers: (without calculation) Indexing Coding—[Company]	
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening Viewing Speaking Reading Writing	Listen to employee Seeing infraction Handle labor grievance Contracts and company manuals Reports and memos	Auditory, Discrimination, Discriminate facts, Recognize opinions, Word definition Visual analysis Terminology, Clarity of expression, Conflict of semantics, Logic, Poise Comprehension, Informational reports, Recommendation, Pro- gress, Proposals, Terminology, Instructions Memo format, Reports (same as reading), Business letters, Legibility

TASK STATEMENT) I-H INSURE SECURITY MEASURES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Fences Illumination Alarms Identification badges I.D. card Cameras Visitor sign-in, sign-out sheet Security men Door guard Plant guard Yard guard Undercover guard Electric doors and gates</p>	<p>Inspect for unauthorized personnel in dock area Periodic check of employee activities Inspect daily shortage reports Open communication with security personnel</p>	<p>Safety Walk only in designated areas Watch for towmotors Hazards Collisions with dockmen or towmotors Falling freight</p>
<p><u>DECISIONS</u> What people should be in what areas What a rts need be patrolled</p>	<p><u>CUES</u> Shortages Open cartons Materials in unusual places</p>	<p><u>ERRORS</u> Poor supervision of visitors Lack of attention to employee activities</p>

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TASK STATEMENT) I-H INSURE SECURITY MEASURES

SCIENCE	MATH — NUMBER SYSTEMS	
Behavioral Trouble shooting—try to prevent problems from occurring Observation—visual checks for possible problems Open communications with security personnel	Uses of Positive Rational Numbers $+, -, \times, \div$ Basic Measurement Skills and Concepts Measurement: Non-geometric Time/Calendar	
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Supervise dock area	Visual analysis Memory Describing
Reading	Reports	Comprehension Informational reports Proposals Instructions
Writing	Reports	Classification Memo format Progress reports Terminology
Listening	Communication devices	Auditory discrimination Concentration

TASK STATEMENT) I-I ENFORCE SAFETY PROCEDURES

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Safety manual Safety posters Safety measures on equipment overhead bars on towmotors cut-off switch on dragline cart pins Fire extinguishers First-aid kits Water hoses Exits (Fire and Emergency) Quick-dry agents Squeegees Brooms and mops Illumination</p>	<p>Schedule meetings on safety Review safety procedures Updating safety methods Visual check for safety equipment glasses shoes hard hats gloves protective clothing Periodic check of fire extinguishers, first aid kits, exits etc.</p>	
<p><u>DECISIONS</u></p> <p>When to hold meeting When to check How to handle violations Where to put posters Where to place equipment Who to train to use safety equipment Where to store safety materials</p>	<p><u>CUES</u></p> <p>Safety regulations Violations of safety procedures New safety procedures Misuse and abuse of equipment High incident of accidents Types of material handled (combustible)</p>	<p><u>ERRORS</u></p> <p>Improper filling of extinguishers Improper use of first aid Not following directions Lack of proper equipment and supplies Improperly trained employees</p>

TASK STATEMENT) I-I ENFORCE SAFETY PROCEDURES

SCIENCE	MATH — NUMBER SYSTEMS
<p>Simple machines used to gain mechanical advantage Fluids under pressure Motion resulting from two or more forces acting on a point in a body Behavioral Safety needs—implement standards and procedures Communications network Observation Trouble shooting</p>	<p>Uses of Positive Ration Numbers Basic Measurement Skills and Concepts Measurements: Non-geometric Time/calendar—Scheduling Temperature—Trailer Liquid —Flammable, miscellaneous, pressure Reading and interpreting tables, charts, and graphs Floor plans</p>
COMMUNICATIONS	
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>
<p>Speaking Reading Viewing Listening</p>	<p>In-service meeting Manuals, reports Visual safety check Dock noises</p>
<u>SKILLS/CONCEPTS</u>	
<p>Terminology Clarity of expression Logic Comprehension Recommendation Progress report Proposals Instructions Visual analysis Memory Describing Auditory discrimination</p>	

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TASK STATEMENT) I-J INSURE PROPER USE OF EQUIPMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD	28
<p>Operators manuals Instruction sheets Specification sheets Storage areas for equipment</p>	<p>Visual inspection of equipment air in tires coolant levels fuel levels gauges properly working Working inspection of operators for proper operation Report of equipment needing repair</p>	<p>Safety Walk only in designated areas Watch for passing towmotors Hazards Collisions with dockmen or towmotors Falling freight</p>	
<p><u>DECISIONS</u></p> <p>Determine what to check Determine personnel to use available equipment Determine if equipment is being properly operated Determine priorities in assigning equipment Determine where to store equipment</p>	<p><u>CUES</u></p> <p>Missing equipment Equipment needing repair Misplaced equipment Personal misuse of equipment</p>	<p><u>ERRORS</u></p> <p>Scrap equipment Increased operating costs Down-time</p>	

ASK STATEMENT) I-J INSURE PROPER USE OF EQUIPMENT

SCIENCE		MATH — NUMBER SYSTEMS
<ul style="list-style-type: none">Simple machines used to gain mechanical advantageFluids under pressureBehavioralSafety needsPride — care for the equipmentTrouble shootingTact in reprimandingObservation		Uses of Positive Rational Numbers Basic Measurement Skills and Concepts Instruments Fuel Temperature Oil
COMMUNICATIONS		
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Viewing	Visual check of dock area and equipment	Visual analysis Memory Describing Recognition of symbols, codes, emblems
Reading	Operator's manual	Comprehension Recommendation report Proposals Instructions
Writing	Repair reports	Memo format Description Terminology Number recognition
Listening	Dock noises	Auditory discrimination

TASK STATEMENT) I-K SUPPORT MANAGEMENT POLICY

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Policy handbook Communication device letters telephone memos bulletin board	Schedule periodic in-service meetings Interpreting company policy Distribute changes in policy	
<u>DECISIONS</u> What to do when policy is questioned What to do when management policy is violated	<u>CUES</u> Discontent personnel Frequent violations Misunderstandings between management and labor Strikes	<u>ERRORS</u> Wrong decisions Lack of communication Lack of production

TASK STATEMENT) I-K SUPPORT MANAGEMENT POLICY

MATH - NUMBER SYSTEMS		SCIENCE	
Uses of Whole Numbers		Behavioral Human relations Team—try to get labor and management working together Preventative procedures—try to keep a problem from manifesting itself Communications network	
COMMUNICATIONS			
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS	
Speaking	In-service meetings	Terminology Clarity of expression Implying Persuasion	
Reading	Policy handbook	Comprehension Informational reports Proposals Instructions	
Listening	Meetings	Auditory discrimination Detection of propaganda devices Discriminate facts Recognize opinion Concentration	

TASK STATEMENT) I-L APPROVE LOADING OF TRAILERS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
<p>Loading manifest Trailers Freight bills</p>	<p>Approve trailer for loading Observe loader during loading Make periodic checks of loading Inspect weight and cube of trailer Inspect loading procedures for safety Give final approval Apply seal Record seal number on loading manifest Report to dispatcher Forward freight bills and loading manifest to dispatcher</p>	<p>Safety Walk only in designated areas Watch for passing towmotors Watch for drag line Keep out of loader's way</p> <p>Hazards Collision with dockmen, towmotor, drag line or loader Falling freight</p>
<p><u>DECISIONS</u></p> <p>What to load What type of trailer is needed When must trailer depart What placards are needed Who is going to load How must trailer be loaded</p>	<p><u>CUES</u></p> <p>Material to be loaded Available space on trailer How material is placed in trailer</p>	<p><u>ERRORS</u></p> <p>Damaged freight Claim payment Driving accidents from improper loading Cargo destruction due to improper labeling Overload</p>

ASK STATEMENT) I-L APPROVE LOADING OF TRAILERS

SCIENCE	MATH — NUMBER SYSTEMS
<p>Weight distribution Fluids under pressure Motion resulting from two or more forces acting on a point in a body Behavioral Human relations Pride Motivation Trouble shooting—looking for problems such as improper loading of materials Observation Communications network</p>	<p>Using Positive Rational Numbers Counting Coding—Company +, -, x, ÷ Basic Arithmetic Skills and Concepts Guess and check method Basic Measurement Skills and Concepts Measurement: Non-geometric Time/calendar Weight Reading and interpreting tables, charts, and graphs Scale drawings/floor plans/blueprints Basic Geometry Skills and Concepts Knowledge of geometric relationships Symmetry—Drawing floor plan</p>
COMMUNICATIONS	
PERFORMANCE MODES	EXAMPLES
<p>Viewing</p> <p>Writing</p>	<p>SKILLS/CONCEPTS</p> <p>Visual analysis Memory Describing Detail and inference Recognition of codes, symbols and emblems Description Terminology Number recognition</p>

(TASK STATEMENT) I-M SUPPORT GOVERNING BODY REGULATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
I.C.C. regulations manual State regulations manual—P.U.C.O Local regulations manual Scale	Inspect trailer for length weight proper markings licenses proper lighting height Inspect that proper tractor is being used	34
<u>DECISIONS</u> What to do if standards are not met What markings does load require Is load under maximum allowable requirements	<u>CUES</u> Standards violated Load does not scale out	<u>ERRORS</u> Fines for over loading Cargo impounded

TASK STATEMENT) I-M SUPPORT GOVERNING BODY REGULATIONS

SCIENCE		MATH — NUMBER SYSTEMS
Behavioral Observation Communications network		Uses of Numbers—Rational Indexing Coding—J.C.C., company +, -, x, ÷ Basic Measurement Skills and Concepts Measurement: Non-geometric Time/calendar Temperature Weight Speed—M.P.H. Reading and interpreting tables, charts, and graphs Logs Scale drawings/floor plans/blueprints Maps—Routing
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Governing regulations	Comprehension Detail and inference Recommendation Proposals Terminology Definition Instructions
Viewing	Visual check of equipment	Visual analysis Describing Recognition of symbols, codes, emblems

(TASK STATEMENT) I-N PREPARE DAILY REPORT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Report form Time cards Loading manifest Roster sheets</p>	<p>Determine total man hours Determine total tonnage handled Complete daily ratio—number per man hour List number of trailers loaded and unloaded</p>	<p>6</p>
<p>DECISIONS</p> <p>Was daily goal achieved Can production be improved Was personnel fully utilized</p>	<p>CUES</p> <p>Tonnage report Men on the shift</p>	<p>ERRORS</p> <p>Low production High operating costs</p>

ASK STATEMENT) I-N PREPARE DAILY REPORT

SCIENCE		MATH — NUMBER SYSTEMS
Behavioral Communications network		Uses of Positive Rational Numbers $+$, $-$, \times , \div Ratio Coding—Company Basic Algebra Skills and Concepts Substitute given values in order to find the value of the required unknown—Man hours, tonnage Number of men Solve problems involving numerical algebraic expressions Basic Measurement Skills and Concepts Measurement: Non-geometric Weight
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading Writing	Supervision reports Prepare daily report	Comprehension Informational reports Number recognition Description Classification Informational reports

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TASK STATEMENT) II-A ASSIGN DUTIES TO PERSONNEL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Roster sheet Duty sheet Dock layout sheet Freight bills Manifest sheets Chalk Wiping cloth Pencil and pens	Assign personnel unloaders loaders towmotor drivers lin pullers Assign doors to loaders Give freight bill and trailer location to unloaders Assign areas to towmotor drivers and line pullers	Safety Observe standard safety precautionary measures Hazards Collisions, slipping Falling freight
<u>DECISIONS</u> Who to assign the duties Priorities in loading and unloading	<u>CUES</u> Trailers to be loaded and unloaded Available personnel	<u>ERRORS</u> Improper personnel Inadequate Low production

TASK STATEMENT) II-A ASSIGN DUTIES TO PERSONNEL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Roster sheet Duty sheet Dock layout sheet Freight bills Manifest sheets Chalk Wiping cloth Pencil and pens</p>	<p>Assign personnel unloaders loaders towmotor drivers line pullers Assign doors to loaders Give freight bill and trailer location to unloaders Assign areas to towmotor drivers and line pullers</p>	<p>Safety Observe standard safety precautionary measures Hazards Collisions, slipping Falling freight</p>
<p><u>DECISIONS</u></p> <p>Who to assign the duties Priorities in loading and unloading</p>	<p><u>CUES</u></p> <p>Trailers to be loaded and unloaded Available personnel</p>	<p><u>ERRORS</u></p> <p>Improper personnel Inadequate Low production</p>

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TASK STATEMENT) II-B EVALUATE WORK PERFORMANCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD	41
<p>Shift report Roster sheet Duty sheet Time cards Tonnage reports Daily report</p>	<p>Observe on-the-job performance Evaluate and correct during work schedule Summarize performance at end of shift</p>	<p>Safety Observe standard safety precautionary measures Hazards Collisions on dock area Falling freight</p>	
<p><u>DECISIONS</u> Placement of personnel in proper areas Are personnel changes necessary Are daily goals being met</p>	<p><u>CUES</u> Low production Idle time Poor work performance</p>	<p><u>ERRORS</u> Wrong assignment Payment of claims</p>	

TASK STATEMENT) II-B EVALUATE WORK PERFORMANCE

SCIENCE	MATH — NUMBER SYSTEMS
<p>Behavioral</p> <p>Aptitude</p> <p>Human relations</p> <p>Competency—seeing that labor force is capable of doing the assigned job properly</p> <p>Observation</p> <p>Punishment and sanctions—what to do if work performance is not up to standards</p> <p>Safety needs</p> <p>Communications</p> <p>Tact</p>	<p>Uses of positive Numbers $+$, $-$, x, \div</p> <p>Counting</p> <p>Indexing</p> <p>Coding—Company</p> <p>Basic Measurement Skills and Concepts</p> <p>Measure sense/role of unit</p> <p>Measurement: Geometric</p> <p>Linear</p> <p>Area</p> <p>Volume</p> <p>Measurement: Non-geometric</p> <p>Time/calendar</p> <p>Weight</p>
COMMUNICATIONS	
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>
<p>Viewing</p> <p>Writing</p>	<p>Observe personnel</p> <p>Complete shift report</p>
<u>SKILLS/CONCEPTS</u>	
<p>Visual analysis</p> <p>Memory</p> <p>Describing</p> <p>Classification</p> <p>Description</p> <p>Informational reports</p> <p>Number recognition</p> <p>Legibility</p>	

TASK STATEMENT) II-C PREPARE SHIFT REPORTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
<p>Shift report Time cards Tonnage reports Daily reports Adding machine</p>	<p>Summarize daily report man hours tonnage work performed Enter figures on shift report Figure totals</p>	<p>Safety Observe standard safety measures Hazards Collisions in dock area Falling freight</p>
<p><u>DECISIONS</u></p> <p>Where to enter figures Recommendations</p>	<p><u>CUES</u></p> <p>Amount of production Daily goals Man hour—tonnage ratios</p>	<p><u>ERRORS</u></p> <p>Mathematical mistakes Wrong entries</p>

TASK STATEMENT) II-C PREPARE SHIFT REPORTS

SCIENCE	MATH — NUMBER SYSTEMS
<p>Behavioral Communications</p>	<p>Uses of Positive Rational Numbers +, -, x, ÷ Coding—Company Ratio Basic Algebra Skills and Concepts Solve problems involving literal algebraic expressions Substitute given values in order to find the value of the required unknown $\left(\frac{\text{man hours-tonnage}}{\text{no. of men}}\right)$ Basic measurement Skills and Concepts Measurement: Non-geometric Weight</p>
COMMUNICATIONS	
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>
Writing	Shift report
<u>SKILLS/CONCEPTS</u>	
Classification Description Informational reports Number recognition Legibility	

DUTY III. UNLOADING INBOUND MATERIALS

- A. Obtain freight bills**
- B. Prepare trailer for unloading**
- C. Select and remove individual shipments**
- D. Close out trailer**

TASK STATEMENT) III-A OBTAIN FREIGHT BILLS

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Freight bills Dock layout sheet Bill storage area	Obtain bills from router Mark location of trailer on unloading manifest Store bills awaiting unloading	Safety Standard safety measures Hazards Collisions Falling freight
<u>DECISIONS</u> Who to give bills to Where to store bills	<u>CUES</u> Number of inbound trailers Calls from router	<u>ERRORS</u> Misplacement of bills Mark wrong location

TASK STATEMENT) III-A OBTAIN FREIGHT BILLS

SCIENCE	MATH — NUMBER SYSTEMS
Behavioral Communications	Uses of Positive Rational Numbers $+$, $-$, \times , \div Counting Indexing Coding—company Basic Measurement Skills and Concepts Measurement: Non-geometric Time/calendar Reading and interpreting tables, charts, and graphs Maps—Dock layout
COMMUNICATIONS	
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>
Writing	Fill out dock layout sheet
<u>SKILLS/CONCEPTS</u>	
Classification Number recognition Legibility	

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TASK STATEMENT) III-B PREPARE TRAILER FOR UNLOADING

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Trailer Manifest Freight bills Seal remover Dock plate</p>	<p>Inspect trailer number with manifest Verify seal number of trailer Record seal number on manifest Break seal Open trailer door Place dock plate in place</p>	<p>Safety Care in breaking seal Care in opening door Secure level footing on dock Hazards Lacerations Back injury--opening door Bodily injury Tripping, slipping, straining</p>
<p><u>DECISIONS</u> Proper method for opening trailer door Assign personnel to unload</p>	<p><u>CUES</u> Type of trailer door Seal number</p>	<p><u>ERRORS</u> W/o tag trailer Misrecord seal number Damage trailer door Damage freight</p>

TASK STATEMENT) III-B PREPARE TRAILER FOR UNLOADING

SCIENCE	MATH — NUMBER SYSTEMS
<p>Simple machines used to gain mechanical advantage Fluids under pressure</p> <p>Behavioral Observation Communications</p>	<p>Uses of Positive Rational Numbers $+$, $-$, x, \div Uses of variables Write as a formula or equation a relationship given in words Substitute given values in order to find the value of the required unknown—Company Basic Arithmetic Skills and Concepts Guess and check method Basic Measurement Skills and Concepts Measurement: Non-geometric Time/calendar</p>
COMMUNICATIONS	
<p><u>PERFORMANCE MODES</u></p> <p>Viewing Writing Touching</p>	<p><u>EXAMPLES</u></p> <p>Observe seal number Record seal number Break seal number</p> <p><u>SKILLS/CONCEPTS</u></p> <p>Visual analysis Recognition of symbols, codes, emblems Legibility Number Recognition Shape Lifting</p>

TASK STATEMENT) III-C SELECT AND REMOVE INDIVIDUAL SHIPMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
<p>Freight bills Carts Two-wheelers Dollies Towmotors Crane Trouble lights Expedite forms Trailer</p>	<p>Select material for removal Match freight bill with proper material Inspect routing Select method of removal towmotor hand cart crane two-wheeler drum cart Forward material to loading door Expedite material without bills</p>	<p>Safety Select proper equipment in handling material Good lighting Cover holes and remove nails Seek assistance in handling when necessary Proper safety clothing & shoes, etc. Hazards Personal injury back lacerations Tripping Falling off dock Breaking glasses</p>
<p><u>DECISIONS</u> What to unload How to unload material Where to send Where to store</p>	<p><u>CUES</u> Type of freight Markings on freight bill Missing freight bill</p>	<p><u>ERRORS</u> Wrong handling causing damages Sending material to wrong loading area</p>

ASK STATEMENT) III-C SELECT AND REMOVE INDIVIDUAL SHIPMENTS

SCIENCE		MATH — NUMBER SYSTEMS	
Simple machines used to gain mechanical advantage Fluids under pressure Behavioral Pride in work Perseverance Safety needs Motivation Observation Competency	Uses Positive Rational Numbers $+$, $-$, \times , \div Counting Indexing Coding—Company Basic Arithmetic Skills and Concepts Guess and check method Basic Measurement Skills and Concepts Measurement: Geometric Linear Area Volume Measurement: Non-geometric Time/calendar Weight Liquid Reading and interpreting tables, charts, and graphs Scale drawings/floor plans/blueprints		
COMMUNICATIONS			
PERFORMANCE MODES		EXAMPLES	SKILLS/CONCEPTS
Viewing		Select material	Visual analysis Memory Color discrimination Recognition of symbols, codes, emblems
Reading		Read route bill	Number recognition Comprehension Instructions
Touching		Removing freight	Lifting
Writing		Mark freight bill	Legibility Number recognition

TASK STATEMENT) III-D CLOSING OUT TRAILER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Broom Nail puller Manifest Trash container Trailer Trouble lights	Sweep out trailer Remove any nails and blocks from trailer floor Place debris in trash container Close trailer door Sign manifest Report for reassignment	Safety Proper safety clothing Sweep trailer carefully Care in use of tools Care in closing door Hazards Personal injury feet hands back Getting dirt in eyes Respiratory problems
DECISIONS Tools to use Where to sign manifest How to close trailer door Where to report for reassignment	CUES Empty trailer Nails in floor Type of trailer door Location of assignment area	ERRORS Not sweeping trailer Not removing nails and blocks from trailer floor Not closing trailer door

TASK STATEMENT) III-D CLOSING OUT TRAILER

SCIENCE		MATH — NUMBER SYSTEMS	
Behavioral Safety needs Observation Communications	Uses of Whole Num :s Counting Coding—company		
COMMUNICATIONS			
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS	
Touching Writing	Sweeping trailer Sign manifest	Texture Lowering Legibility Classification	

DUTY IV. STORING MATERIAL

- A. Transport material to proper storage area**
- B. Pull the drag line**

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(TASK STATEMENT) IV-A TRANSPORT MATERIAL TO PROPER STORAGE AREA

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
Floor space Carts Towmotors Two-wheelers Drum carts Channel dolly Chain	Select storage area Select transporting method Place freight in storage area Mark location on freight bill Give freight bill to loader Return to original work area	<p>Safety</p> <p>Proper safety clothing Proper use of equipment Clean storage areas Attend drag line</p> <p>Hazards</p> <p>Personal injury Collisions with drag line, towmotors and dock workers Getting caught in drag line</p>
<p><u>DECISIONS</u></p> <p>Selecting storage area What transporting method should be used How to store freight Where to mark bill Who to give bill to</p>	<p><u>CUES</u></p> <p>Type of material Storage area available</p>	<p><u>ERRORS</u></p> <p>Store in wrong area Damage to freight Incorrect marking on bill</p>

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TASK STATEMENT) IV-A TRANSPORT MATERIAL TO PROPER STORAGE AREA

SCIENCE		MATH — NUMBER SYSTEMS
<p>Simple machines used to gain mechanical advantage</p> <p>Behavioral</p> <p>Safety needs</p> <p>Observation</p> <p>Pride in use of equipment</p> <p>Communications network</p>		<p>Uses of Whole Numbers</p> <p>Counting</p> <p>Coding—company</p>
COMMUNICATIONS		
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
<p>Viewing</p> <p>Touching</p> <p>Writing</p>	<p>Select storage area</p> <p>Place freight in storage area</p> <p>Mark freight bill</p>	<p>Visual analysis</p> <p>Memory</p> <p>Describing</p> <p>Recognition of symbols, codes, emblems</p> <p>Lifting</p> <p>Lowering</p> <p>Legibility</p> <p>Number recognition</p> <p>Classification</p>

(TASK STATEMENT) IV-B PULLING DRAGLINE

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Drag line Carts Storage area	Pull appropriate cart from drag line Place dock cart in proper storage area Combine small orders on one cart Load small orders on proper trailers Give loaded bills to loader Maintain storage area	Safety Care in pulling carts from dragline Observe movement of towmotors and dockmen Clothing and equipment Hazards Bodily injury
DECISIONS What cart to pull from line Where to place cart How to combine small orders Which trailer to load small orders Which loader to give bills	CUES Cart identification Small orders Amount of work	ERRORS Misplacing freight Misloading freight Lost bills Damaged freight Damaged carts

TASK STATEMENT) IV-B PULLING DRAGLINE

SCIENCE		MATH — NUMBER SYSTEMS
Simple machines used to gain mechanical advantage Behavioral Safety needs Pride in work Observation Communication		Uses of whole numbers +, -, x Coding—Company Ratio
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Touching Viewing	Pulling line Selecting the storage area	Lifting Pushing Visual analysis Memory Recognition of symbols, codes, emblems

DUTY V. LOADING FOR RESHIPMENT AND/OR DELIVERY

- A. Prepare trailer for loading**
- B. Load individual shipments**
- C. Close out trailer**

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(TASK STATEMENT) V-A PREPARE TRAILER FOR LOADING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Trailer Manifest</p>	<p>Open trailer door Prepare loading manifest</p>	<p>Safety Care when opening trailer door Standard precautions in dock area Hazards Bodily injury Falling freight</p>
<p><u>DECISIONS</u></p> <p>Decide what to write on loading manifest Select method for opening trailer door Select proper trailer according to material</p>	<p><u>CUES</u></p> <p>Material to be loaded Trailer in proper location</p>	<p><u>ERRORS</u></p> <p>Wrong trailer Wrong information manifest Wrong location of trailer</p>

TASK STATEMENT) V-A PREPARE TRAILER FOR LOADING

SCIENCE	MATH — NUMBER SYSTEMS
<p>Behavioral Observation Communication</p>	<p>Uses of Positive Numbers $+$, $-$, \times, \div Coding—company Basic Arithmetic Skills and Concepts Guess and check method Basic Measurement Skills and Concepts Measurement: Geometric Linear Area Volume Measurement: Non-geometric Time/calendar Weight Reading and interpreting tables, charts and graphs Scale drawings/floor plans/blueprints</p>
COMMUNICATIONS	
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>
<p>Touching Writing</p>	<p>Open door Prepare manifest</p>
<u>SKILLS/CONCEPTS</u>	
<p>Lifting Legibility Number recognition Classification Description</p>	

(TASK STATEMENT) V-B LOAD INDIVIDUAL SHIPMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Trailer loading manifest towing motor two-wheeler crane drum carts dollies Hand tools hammer nails blocks chains	Select material to be loaded Determine proper method of loading Determine placement of material in trailer Place material in trailer	Safety Standard safety clothing and equipment Handle freight properly Use equipment properly Follow proper loading procedures Hazards Bodily injury Tripping, falling Fall off dock area
<u>DECISIONS</u> What to load How to load Where to load What equipment to use What to put on manifest	<u>CUES</u> Material to be loaded Space available on trailer Equipment available for loading	<u>ERRORS</u> Misload to wrong trailer Overload trailer Imbalanced load Damaged freight Mixing freight improperly (i.e. poisons with food products) Adding manifest incorrectly

ASK STATEMENT) V-B LOAD INDIVIDUAL SHIPMENTS

SCIENCE	MATH — NUMBER SYSTEMS
<p>Fluids under pressure Motion resulting from two or more forces acting on a point in a body Effect of heating and cooling on state of matter Simple machines used to gain mechanical advantage</p> <p>Behavioral ↓ Aptitude Motivation Observation Safety needs Trouble shooting Pride in work</p>	<p>Uses of Positive Rational Numbers $+$, $-$, \times, \div Counting Coordinate system Ordering Indexing Coding — company Basic Arithmetic Skills and Concepts Guess and check method Basic Measurement Skills and Concepts Measurement: Geometric Linear Area Volume Measurement: Non-geometric Time/calendar Weight Reading and interpreting tables, charts and graphs Scale drawings/floor plans/blueprints</p>
COMMUNICATIONS	
<p><u>PERFORMANCE MODES</u></p> <p>Viewing Writing Touching</p>	<p><u>EXAMPLES</u></p> <p>Select material to be loaded Fill out manifest Placing freight in trailer</p> <p><u>SKILLS/CONCEPTS</u></p> <p>Visual analysis Memory Recognition of symbols, codes, emblems Classification Number recognition Legibility Lifting Lowering</p>

(TASK STATEMENT) V-C CLOSE OUT LOADED TRAILER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Trailer Seal Completed manifest Freight bills Placards</p>	<p>Secure approval of trailer load from supervisor Complete information on manifest and record number Send freight bill and manifest to dispatcher Close trailer door Attach seal to trailer door Inform dispatcher that trailer is ready for road</p>	<p>Safety Use caution when closing door Care in attaching seal Hazards Bodily injury</p>
<p><u>DECISIONS</u></p> <p>What to write on manifest When to close trailer door What to send to dispatcher Which seal to use Which placards to attach</p>	<p><u>CUES</u></p> <p>Trailer cube Trailer weight Time schedule</p>	<p><u>ERRORS</u></p> <p>Record wrong seal number Incorrectly attach seal Forget placards Put wrong freight bill with manifest</p>

ASK STATEMENT) V-C CLOSE OUT LOADED TRAILER

SCIENCE	MATH — NUMBER SYSTEMS
<p>Motion resulting from two or more forces acting on a point in a body</p> <p>Weight distribution</p> <p>Behavioral</p> <p>Observations</p> <p>Communications network</p> <p>Safety needs</p>	<p>Uses of Positive Rational Numbers</p> <p>$+$, $-$, \times, \div</p> <p>Counting</p> <p>Ordering</p> <p>Coding—Company</p> <p>Basic Measurement Skills and Concepts</p> <p>Measurement: Geometric</p> <p>Linear</p> <p>Area</p> <p>Volume</p> <p>Measurement: Non-geometric</p> <p>Time/calendar</p> <p>Weight</p> <p>Reading and interpreting tables, charts, and graphs</p> <p>Scale drawings/floor plans/blueprints</p>
COMMUNICATIONS	
PERFORMANCE MODES	EXAMPLES
<p>Viewing</p> <p>Writing</p> <p>Speaking</p>	<p><u>SKILLS/CONCEPTS</u></p> <p>Visual analysis</p> <p>Recognition of codes, symbols, emblems</p> <p>Classification</p> <p>Description</p> <p>Number recognition</p> <p>Legibility</p> <p>Terminology</p> <p>Clarity of expression</p>

GLOSSARY

- Bay**—Area used for open storage of heavy items
- Bill of Lading**—Contract between shipper and carrier showing consignee, number of pieces and weight of shipment
- Bill Router (Job)**—Person who places final destination on freight bill
- Bracing**—Securing material to prevent shifting and damage
- Carrier**—A company in the business of transporting persons or property
- City Delivery (Pick up and delivery)**—Materials to be delivered locally
- Claims Department**—Department which handles requests by shipper for payment of compensation for lost or damaged goods
- Common Carrier**—Carrier whose business is open to the public i.e. P.I.E., consolidated, roadway
- Communication Devices**—Items used to facilitate messages such as phones, P.A. systems, etc.
- Concealed Damage**—Damage not evident when shipment arrives
- Connecting Line**—Same as interline
- Consignee**—To whom materials are being shipped
- Consignor**—Shipper of material
- Consolidation**—Picking up, transporting and delivering freight of almost any kind and size within the area the freight company serves
- Contract Carrier**—Carrier hired on a long-term basis by a company to supply its outlets
- Coordination**—Successful control and direction of all operations
- Destination Terminal**—Terminal in the consignee's city
- Dispatcher**—Supervises movement and placement of trailers
- Dock**—Area where material handling takes place
- Dock Equipment**—Devices used to handle materials during the loading, unloading, and storing functions such as towmotors, conveyors, dollies, drum carts, handcarts
- Dock Layout**—Map showing location of loading doors, unloading doors, storage area, and shape of material handling area
- Dock office**—Area which houses all dock operation activities
- Double Header**—Tractor-trailer rig which has two or more trailers in tandem
- Drag Line**—Moving line on which carts are placed to send them to other area of the dock
- Exceptions**—Any errors in shipment which should be noted on the freight bill
- Exempt-Carrier**—Private carrier exempt from I.C.C. regulations (not engaged in intrastate activities)
- Expedite**—Doing everything possible to speed delivery of shipments to final destination
- Free astray**—Shipments and partial shipments expedited at no charge
- Freight Bill**—Bill listing consignor, consignee, number of pieces, rate, weight, and total charges of shipping
- Flat Bed**—Semi-trailer with no sides

Full Trailer—Trailer with wheels on both ends
 Grievance—Complaint filed by the labor force against management
 Hostler—Yard driver who moves trailers to or from dock area
 Hot note—Note attached to freight bill to facilitate speedy handling
 I.C.C.—(Interstate Commerce Commission)—Federal body governing all carriers engaged in interstate commerce
 Inbound—Materials coming into a terminal
 In-service meeting—Training sessions for the benefit of the work force
 Intercity Carrier—Deliverer engaged in delivering only between cities
 Interline—Freight that is handled by two or more freight companies
 In-transit—Goods that are being transported
 Loader—(Job)—Person who supervises the placement of shipments on a trailer
 L.T.L.—Less than truck load
 Manifest—Log on which the number of pieces and the weight of individual shipments are listed
 Open Top Trailer—Trailer without a top for hard-to-handle merchandise. Also referred to as "Ragtop"
 Origin Terminal—Terminal in the shipper's city
 O.S. & D.—Overages, shortages and damages—department whose duty is to investigate exceptions
 O.T.R.—Over The Road—Trailers which are sent to other terminals
 Outbound—Materials to be sent to other terminals
 Pallet—Form on which material is placed to facilitate handling with tow motor
 Perishables—Materials that require special handling because they may decay or spoil quickly
 Piggy back—Trailers transported by means other than tractors, O.T.R., such as placing on flatbed railroad cars
 Placard—Signs placed on outside of trailer
 Private Carrier—Carries company or private merchandise
 Pro number—Number on freight bill which is numbered progressively for filing purposes
 P.U.C.O.—Public Utilities Commission of Ohio—Governs intrastate activities
 Rating and Billing—Method of giving customer information on freight carriers
 Roster Sheet—List of workers on a shift
 Route Book—Book containing destination terminals for outbound shipments
 Seal—Metal strip that interlocks and is placed on trailer door when loading is completed
 The seal has a number which is recorded on loading manifest
 Semi-Trailer—Trailer with wheels on only one end
 Shift Report—Summary of all activities that take place on a shift
 Skid—Another term for pallet
 Tank Trailer—Primarily used for transporting liquids
 Tariff Book—Comprehensive listing of freight rates and services
 Terminal—Structure from and between which truck and unit carry freight
 Tonnage Report—Summary of total weight handled during shift and ratio per man hour
 Tracer (Job)—Looks for lost shipments or goods in transit

Tractor—Motorized vehicle used to transport trailers

Traffic Department—Department which determines rates, negotiates agreements with other carriers for interlining freight

Trailer—Unit on which shipments are loaded

Unconcealed damage—Evident damage upon receipt of goods

Unloader (Job)—Also called stripper, checker—Position responsible for removing shipments from trailers

Yard Jockey—Another term for hostler

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